

Senate Standing Committee on Economics
ANSWERS TO QUESTIONS ON NOTICE
Innovation, Industry, Science and Research Portfolio
Additional Estimates Hearing 2010-11
23 February 2011

AGENCY/DEPARTMENT: INNOVATION, INDUSTRY, SCIENCE AND RESEARCH

TOPIC: Small Business Support Line

REFERENCE: Written Question – Senator Ryan

QUESTION No.: AI-32

1. Can the Department provide a breakdown of the issues raised by industry sector?
2. Can you provide details of the number of callers from each industry sector?
3. How many calls has the SBSL received regarding the changes counting employees for the purposes of fair dismissal and the Fair Work Act?
4. How many calls has the SBSL received regarding the changes to the administration of the Paid Parental Leave Scheme that take effect on 1 July 2011?

ANSWER

1. This information is provided at **Attachment A**.
2. This information is provided at **Attachment B**.
3. For the period 1 July 2010 to 31 January 2011, the Small Business Support Line received 9,476 calls answered by agents and of these there were no calls regarding changes to counting employees for the purposes of fair dismissal and the Fair Work Act.
4. For the period 1 July 2010 to 31 January 2011, the Small Business Support Line received 9,476 calls answered by agents and of these there was only one call regarding changes to the administration of the Paid Parental Leave scheme which take effect on 1 July 2011.

ATTACHMENT A

**Small Business Support Line – Issues Raised by Industry Sector
(1 July 2010 – 31 January 2011)**

Accommodation and Food Services

Call Type	#
Registration and licences	84
Government initiatives, grants and assistance	72
Starting a Business	71
Legal, accounting and taxation services	34
Business planning and diagnostic services	23
Employing staff	14
Retail leasing guidance	10
Finance and cash flow management	6
Importing and exporting	6
Disaster Assistance	5
Tenders and contracts	4
Occupational Health and Safety (OH&S)	3
Personal stress and hardship counseling	2
Government regulation	1
Franchising	1
Home-based business	1
Intellectual property	1
General Information on SBSL	1
Insurances	1
TOTAL	340

Administrative and Support Services

Call Type	#
Registration and licences	64
Government initiatives, grants and assistance	35
Legal, accounting and taxation services	28
Starting a Business	26
Business planning and diagnostic services	15
Employing staff	12
General Information on SBSL	8
Marketing and promotion	3
Occupational Health and Safety (OH&S)	2
Retail leasing guidance	2
Finance and cash flow management	2
Home-based business	2
Intellectual property	1
TOTAL	200

Agriculture, Forestry and Fishing

Call Type	#
Government initiatives, grants and assistance	63
Registration and licences	30
Starting a Business	13
Employing staff	9
Business planning and diagnostic services	8
Legal, accounting and taxation services	7
Disaster Assistance	5
Finance and cash flow management	4
Importing and exporting	3
General Information on SBSL	1
Intellectual property	1
Marketing and promotion	1
Occupational Health and Safety (OH&S)	1
TOTAL	146

Communication Services

Call Type	#
Registration and licences	7
Legal, accounting and taxation services	3
Starting a Business	3
Business planning and diagnostic services	2
Government initiatives, grants and assistance	2
General Information on SBSL	1
Employing staff	1
TOTAL	19

Construction

Call Type	#
Registration and licences	215
Government initiatives, grants and assistance	88
Starting a Business	57
Legal, accounting and taxation services	57
Employing staff	27
Business planning and diagnostic services	21
Insurances	17
Finance and cash flow management	13
Occupational Health and Safety (OH&S)	11
Disaster Assistance	5
General Information on SBSL	4
Tenders and contracts	4
Personal stress and hardship counseling	3
Importing and exporting	3
Environmental Management	2
Government regulation	2
eBusiness and online assistance	1
Marketing and promotion	1
Intellectual property	1
Franchising	1
TOTAL	533

Cultural and Recreational Services

Call Type	#
Registration and licences	97
Government initiatives, grants and assistance	66
Starting a Business	52
Legal, accounting and taxation services	22
Business planning and diagnostic services	12
Employing staff	9
Intellectual property	4
Disaster Assistance	4
Insurances	4
Home-based business	3
Finance and cash flow management	2
Occupational Health and Safety (OH&S)	2
Government regulation	2
Importing and exporting	2
Marketing and promotion	1
Personal stress and hardship counseling	1
General Information on SBSL	1
TOTAL	284

Education and Training

Call Type	#
Government initiatives, grants and assistance	46
Registration and licences	42
Starting a Business	19
Legal, accounting and taxation services	10
General Information on SBSL	8
Business planning and diagnostic services	7
Finance and cash flow management	4
Intellectual property	3
Insurances	2
Occupational Health and Safety (OH&S)	2
e-Business and online assistance	2
Employing staff	2
Disaster Assistance	1
Marketing and promotion	1
Environmental Management	1
TOTAL	150

Electricity, Gas, Water and Waste Services

Call Type	#
Registration and licences	43
Government initiatives, grants and assistance	37
Starting a Business	16
Legal, accounting and taxation services	10
Employing staff	5
Business planning and diagnostic services	4
Government regulation	2
Insurances	2
Occupational Health and Safety (OH&S)	1
Importing and exporting	1
TOTAL	121

Financial and Insurance Services

Call Type	#
Registration and licences	33
Government initiatives, grants and assistance	18
Starting a Business	8
Legal, accounting and taxation services	6
Business planning and diagnostic services	5
Finance and cash flow management	3
General Information on SBSL	3
Employing staff	2
Government regulation	2
Franchising	1
Retail leasing guidance	1
Personal stress and hardship counseling	1
Intellectual property	1
TOTAL	84

Government Administration and Defence

Call Type	#
General Information on SBSL	18
Government initiatives, grants and assistance	7
Business planning and diagnostic services	5
Registration and licences	4
Legal, accounting and taxation services	2
Marketing and promotion	1
Disaster Assistance	1
Occupational Health and Safety (OH&S)	1
TOTAL	39

Health and Community Services

Call Type	#
Registration and licences	88
Government initiatives, grants and assistance	66
Starting a Business	51
Legal, accounting and taxation services	27
Employing staff	25
Business planning and diagnostic services	22
General Information on SBSL	6
Occupational Health and Safety (OH&S)	6
Intellectual property	6
Insurances	4
Government regulation	3
Disaster Assistance	3
Retail leasing guidance	3
eBusiness and online assistance	3
Finance and cash flow management	3
Marketing and promotion	2
Importing and exporting	2
Franchising	1
Personal stress and hardship counseling	1
Home-based business	1
TOTAL	323

Information Media and Telecommunications

Call Type	#
Registration and licences	60
Government initiatives, grants and assistance	44
Starting a Business	28
Legal, accounting and taxation services	18
Business planning and diagnostic services	17
Employing staff	7
General Information on SBSL	6
eBusiness and online assistance	6
Intellectual property	5
Finance and cash flow management	3
Marketing and promotion	2
Government regulation	2
Tenders and contracts	1
Home-based business	1
Importing and exporting	1
Disaster Assistance	1
TOTAL	202

Manufacturing

Call Type	#
Government initiatives, grants and assistance	148
Starting a Business	63
Registration and licences	39
Business planning and diagnostic services	21
Employing staff	14
Legal, accounting and taxation services	14
Intellectual property	11
Importing and exporting	8
Occupational Health and Safety (OH&S)	8
Personal stress and hardship counseling	4
Retail leasing guidance	3
eBusiness and online assistance	2
Government regulation	2
Tenders and contracts	1
Finance and cash flow management	1
Marketing and promotion	1
Insurances	1
TOTAL	341

Mining

Call Type	#
Registration and licences	5
Government initiatives, grants and assistance	2
Personal stress and hardship counseling	1
Starting a Business	1
Employing staff	1
Importing and exporting	1
TOTAL	11

Professional, Scientific and Technical Services

Call Type	#
Registration and licences	913
Government initiatives, grants and assistance	451
Starting a Business	297
Legal, accounting and taxation services	244
Business planning and diagnostic services	136
Employing staff	105
General Information on SBSL	70
Insurances	36
Intellectual property	24
Occupational Health and Safety (OH&S)	21
Finance and cash flow management	19
eBusiness and online assistance	15
Personal stress and hardship counseling	11
Retail leasing guidance	9
Government regulation	8
Marketing and promotion	8
Importing and exporting	8
Home-based business	6
Disaster Assistance	5
Franchising	3
Tenders and contracts	2
Environmental Management	2
TOTAL	2,393

Property and Business Services

Call Type	#
Registration and licences	84
Government initiatives, grants and assistance	55
Starting a Business	46
Legal, accounting and taxation services	35
Business planning and diagnostic services	23
Employing staff	17
Finance and cash flow management	9
Occupational Health and Safety (OH&S)	7
Insurances	5
Marketing and promotion	4
Personal stress and hardship counseling	3
Tenders and contracts	2
Franchising	2
Retail leasing guidance	1
Disaster Assistance	1
General Information on SBSL	1
TOTAL	295

Public Administration and Safety

Call Type	#
Starting a Business	5
Registration and licences	4
Employing staff	4
Government initiatives, grants and assistance	4
Business planning and diagnostic services	2
Occupational Health and Safety (OH&S)	1
Disaster Assistance	1
TOTAL	21

Rental, Hiring and Real Estate Services

Call Type	#
Registration and licences	18
Government initiatives, grants and assistance	14
Legal, accounting and taxation services	11
Starting a Business	7
Business planning and diagnostic services	4
Retail leasing guidance	3
Finance and cash flow management	2
Personal stress and hardship counseling	1
eBusiness and online assistance	1
Government regulation	1
Intellectual property	1
Home-based business	1
Insurances	1
TOTAL	65

Retail Trade

Call Type	#
Registration and licences	1301
Government initiatives, grants and assistance	638
Starting a Business	472
Legal, accounting and taxation services	353
Business planning and diagnostic services	170
Employing staff	139
Importing and exporting	91
Retail leasing guidance	66
Personal stress and hardship counseling	38
Finance and cash flow management	37
General Information on SBSL	36
Intellectual property	36
eBusiness and online assistance	32
Government regulation	27
Disaster Assistance	25
Insurances	25
Occupational Health and Safety (OH&S)	24
Marketing and promotion	17
Franchising	13
Home-based business	13
Tenders and contracts	6
Environmental Management	2
TOTAL	3,561

Transport and Storage

Call Type	#
Government initiatives, grants and assistance	44
Registration and licences	27
Legal, accounting and taxation services	22
Starting a Business	17
Employing staff	8
Business planning and diagnostic services	7
Finance and cash flow management	6
Occupational Health and Safety (OH&S)	3
Personal stress and hardship counseling	3
Insurances	2
Retail leasing guidance	1
Government regulation	1
Marketing and promotion	1
Franchising	1
Disaster Assistance	1
TOTAL	144

Wholesale Trade

Call Type	#
Starting a Business	50
Importing and exporting	43
Registration and licences	30
Government initiatives, grants and assistance	27
Legal, accounting and taxation services	15
Business planning and diagnostic services	15
Government regulation	6
General Information on SBSL	4
Occupational Health and Safety (OH&S)	3
Intellectual property	3
Franchising	2
Marketing and promotion	1
Retail leasing guidance	1
Employing staff	1
Tenders and contracts	1
Personal stress and hardship counseling	1
Finance and cash flow management	1
TOTAL	204

ATTACHMENT B

**Small Business Support Line – Number of Callers by Industry Sector
(1 July 2010 – 31 January 2011)**

Industry	# Calls
Accommodation and Food Services	340
Administrative and Support Services	200
Agriculture, Forestry and Fishing	146
Communication Services	19
Construction	533
Cultural and Recreational Services	284
Education and Training	150
Electricity, Gas, Water and Waste Services	121
Financial and Insurance Services	84
Government Administration and Defence	39
Health and Community Services	323
Information Media and Telecommunications	202
Manufacturing	341
Mining	11
Professional, Scientific and Technical Services	2,393
Property and Business Services	295
Public Administration and Safety	21
Rental, Hiring and Real Estate Services	65
Retail Trade	3,561
Transport and Storage	144
Wholesale Trade	204
TOTAL	9,476